



**FAMILY MEMBER FOCUS GROUP DEVELOPMENT
15 June 2006**

8th BDE

Title: AIT Soldiers (FM-FY06-001)

Scope: Inappropriate language in cadences while marching through family housing (Okinawa). Children exposed to language.

Recommendation: Have 8th BDE CSM take care of issue once and for all.

MAHC

Title: Customer service at Pediatric Clinic (FM-FY06-002)

Scope: Front desk office staff rude.

Recommendation: 1) Customer service training on a regular periodic basis, and 2) Display information about contacting Patient Representative more prominently so that patients will know what recourse they have if treated badly.

AAFES

Title: AAFES Main Store (FM-FY06-003)

Scope: Certain areas of the store (e.g., large appliance area) are cluttered with unorganized sales items as well as cleaning supplies.

Recommendation: Organize and clean areas. Store cleaning supplies (mops, brooms, etc) in appropriate storage areas.

Title: AAFES Main (FM-FY06-004)

Scope: A lot of the merchandise in the store is untagged and/or there is no sticker on the shelf (unit pricing) leaving customers with no idea of the prices of merchandise.

Recommendation: Make sure merchandise is clearly marked on item or on the shelf.

Title: AAFES Main Store (FM-FY06-005)

Scope: Aisles are not wide enough for shopping carts. Have to leave cart on the main aisle while shopping in certain sections (e.g., children's section). Sometimes children who are sitting in the cart have to be left unattended (not in close proximity) while making merchandise selections.

Recommendation: Make aisles wide enough for shopping carts

Title: AAFES Beauty Shop (FM-FY06-006)

Scope: Over a period of time a customer has observed a leak in the ceiling by a light fixture. This is clearly a safety concern.

Recommendation: This condition requires immediate attention!

Title: Shoppette/Class Six (FM-FY06-007)

Scope: Soldiers not being taken as a priority during 1100-1300

Recommendation: Have cashiers call soldiers forward during these hours and when non military customers do not allow them to proceed ahead of them. Have extra cashiers at registers during the priority hours.

Title: AAFES – Jacobs Theater (FM-FY06-008)

Scope: Currently no movies are offered during the week for entertainment for families with children. This is especially important during the summer when kids are out of school and need activities to keep them occupied.

Recommendation: Offer family matinees once or twice a week for a trial period to evaluate usage and effectively advertise.

DPW

Title: Frequent power outages (FM-FY06-009)

Scope: Many areas on post, especially in the housing areas, frequent power outages are the norm. These causes inconvenience, delays in activities, wear and tear on electrical devices, and constant resetting of clocks and appliances.

Recommendation: 1) Post notice of scheduled power outages 2) For non-scheduled, longstanding power outage problems (e.g, infrastructure issues), address and repair the deficiencies.

GMH

Title: GMH (FM-FY06-010)

Scope: When personnel show up to make repairs, they often do not complete the jobs they come out for citing lack of appropriate parts or equipment. And often when they leave to go get the part, they never come back.

Recommendation: Verify work order with customer to ensure proper parts are available before coming out.

Title: GMH (FM-FY06-011)

Scope: Not showing up for repairs within time block given, which are given in four hour periods. Residents have to take off work to wait for repair personnel only to waste time waiting up to four hours.

Recommendation: 1) Show up within time block/ or call customers if running behind schedule, and 2) Shorten the block of time to two hours for personnel to show up so that residents can spend less time from their jobs.

Title: GMH (FM-FY06-12)

Scope: Information concerning new housing not consistent

Recommendation: 1) Train employees to give the same information to everyone, and 2) Develop and post a frequently asked question list for employees and customers to refer to.

Title: GMH (FM-FY06-013)

Scope: Inadequate/ Rude telephonic coverage during lunch hours & after hours

Recommendation: 1) Stagger lunch hours to have proper coverage, and 2) Customer service training on a regular, periodic basis.

Title: GMH/Tidewater Landscaping (FM-FY06-014)

Scope: Workers lack attention to detail, tear up lawns by cutting grass down to the ground leaving dirt/mud and mowing over flower/ground cover beds. They also get close to cars and throw rocks/debris sometimes damaging the cars.

Recommendation: Train personnel and deploy GMH-Quality control personnel to conduct periodic checks to evaluate quality of work.

Title: GMH (FM-FY06-015)

Scope: Drainage in yard is inadequate in certain areas (e.g., Okinawa Village). When it rains, 90% of backyard is under water for 3-4 days and residents/children unable to use.

Recommendation: Study the situation, determine the best way to address, and fix the drainage problem.

Title: Post phone book (FM-FY06-016)

Scope: Not user friendly. (This issue was previously raised by the Retiree Focus Group Participants)

Recommendation: Reformat the phone book and also include a list of frequently called numbers.

DMWR

Title: MWR-Go Kart (FM-FY06-017)

Scope: Hours are inconsistent

Recommendation: Establish consistent hours, provide employees during the hours posted, and post the correct hours so that the public will be aware of them.

Title: Recreational Vehicle Parking Lot (FM-FY06-018)

Scope: Unorganized parking lot/inadequate lighting (safety issue)

Recommendation: 1) Reorganize spaces based on size and type of vehicle, and 2) Provide more lighting .

GARRISON/OTHER

Title: Helicopters flying over housing areas (2700) (FM-FY06-019)

Scope: Noise disturbs residents and causes light fixtures to shake.

Recommendation: Change flight pattern to not fly over housing.